

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *How brilliant all of the staff were - so friendly and amazing with the children.*

Which aspect of your stay was least enjoyed? *It was all fab! (Apart from that hill & the weather!)*

How do you rate the overall product on a value for money basis? *Excellent - fantastic value.*

Will you be considering a further visit with Manor Adventure? *Most definitely.*

Have you any further general comments which you feel would be useful to us? *We just want to let you know that your staff have been incredible this weekend. They have been flexible and gone above and beyond to ensure we had an amazing time.*

Where did you hear of Manor Adventure? *E-mail*

What were the reasons for choosing Manor Adventure? *Wanted to try something different from our usual PGL that supported a local business.*

Which centre did you visit last year? *PGL (Caythorpe Court)*

What other visits does your school organise? *None.*  
*We do a Y6 residential visit every October.*

SECTION 7

Do you know of any other schools or colleagues who may be interested in visiting any of our centres in England, Scotland, Wales and France?

Name: ..... Name: .....

Address: ..... Address: .....

**manor adventure**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

# manor adventure

## COURSE REPORT FORM

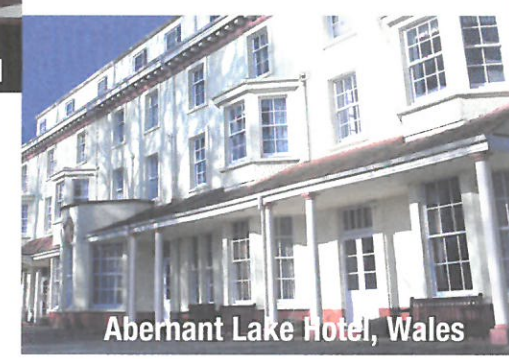
For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure

*We hope you have enjoyed your visit with us*



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: ..... PARTY LEADER: .....  
CENTRE: Willersley Castle DATES: 20<sup>th</sup> - 22<sup>nd</sup> October  
NAME OF ACCOMMODATION: Willersley Castle

Please score on the following basis if not making any comment:  
1 - Excellent 2 - Very Good 3 - Good 4 - Acceptable 5 - Poor

### SECTION 1: Pre Arrival

Did you find the brochure accurate and informative? Yes

How could we improve our website, www.manoradventure.com?  
.....

If you had a visit from one of our School Journey Advisors: N/A

Did he provide a fair description of our centre and product? .....

How professional was the Presentation Evening? .....

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? .....

Operations (Rooming, outdoor pursuit programmes, support)? .....

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Excellent

### SECTION 3: Centre Facilities:

Pupil Accommodation: Very good Teacher Accommodation: Excellent

Washing & Toilet Facilities: Excellent Cleanliness / Hygiene: Excellent

The Grounds: Excellent A+++ Catering: Excellent - food was amazing

Were there any accommodation problems? .....

No problems at all

Standard of cleanliness / tidiness? (teacher & pupil) Excellent

Standard of Furnishing? Excellent

### SECTION 4: Meals

Were the meals of an adequate standard? The food was amazing, very tasty and lots of choice

Was there enough to eat? Yes! I've got some serious work to do burning all of those calories off!

Was the food served promptly? Yes, and the staff were really friendly and accommodating

Were all dietary requirements catered for? Yes, staff were conscientious and thorough.

How do you rate the packed lunches? N/A

Any other comments? food & catering team were amazing - would be nice to receive a menu prior to arrival ☺

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Which Instructors were motivating / clear / enthusiastic? All, Tristan, Paul, Matty, Tash, Chris, Mollie - Enthusiastic, engaging, motivating with great behaviour management.

How do you rate the outdoor pursuits? Very good range of activities that were adapted to suit weather conditions.

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? Zip wire & low ropes.

Are there any new outdoor pursuits you would like Manor Adventure to offer? .....

High ropes, Trapeze.

Do you have any suggestions on how we could improve our product or outdoor pursuits?  
.....